

WISCONSIN WORKS (W-2) CONTRACT AND IMPLEMENTATION (C&I) COMMITTEE

201 E. Washington St., Room D203
Madison, WI

January 17, 2003
10:00 AM - 2:00 PM

MINUTES

The W-2 Contract and Implementation Committee is the single point of contact for feedback to the Department of Workforce Development (DWD) on policy implementation related to W-2 agencies, and includes representation from the Wisconsin County Human Service Association (WCHSA), Urban Caucus counties, W-2 private agencies in Milwaukee County and the balance of state, and Tribal W-2 agencies.

COMMITTEE:

Members (Present = X)

Alternates (Present = X)

X	Nancy Buckwalter, Co-Chair	DWD/DWS	X	Neil Naftzger, YW Works
X	Teresa Pierce Co-Chair	Workforce Connections	X	Carmen Rivera, OIC-GM
	Phyllis Bermingham	Marathon Co.		
	Doris Green	OIC-GM		
X	Liz Green	Dane Co.		
	Connie Hendries	Manitowoc Co.		
X	Deb Hughes	Southwest Consortium		
X	Ed Kamin	Kenosha Co.		
X	Shirley Kitchen	Dodge County		
	Tina Koehn	UMOS		
X	Kathi Madsen	Douglas Co.		
	Barb Metoxen	Oneida Nation		
X	Tom Prete	Forward Service Corp.		
X	Marilyn Putz	Kaiser Group		
X	John Rathman	Outagamie Co.		
X	Terri Rapp	Wood Co.		
	Rita Renner	YW Works		
X	Shirley Ross	LaCrosse Co.		
X	Jerry Stepaniak	MAXIMUS		
X	Cindy Sutton	Rock Co.		
X	Michael VanDyke	Door Co.		

DWD STAFF

ATTENDEES:

Nancy Beale, DWS/BPS
Sandy Breitborde, DWS/BWI
Heidi Hammes, DWS/BWI
Tim Hineline, DWS/BWP
Jane Kahl, DWS/BWI
Joan Larson, DWS/BDS
Mark Mansfield, ASD
Bob Martin, ASD

Gerry Mayhew, DWS/BPS
Jude Morse, DWS/BPS
Lee Mutchler, ASD
Dianne Reynolds, DWS/BWP
Jenny Ritchie, DWS/BPS
Mary Rowin, DWS
Madelyn Scheer, DWS/BWI
Mary Tremain, DWS/BDS

GUESTS:

Jane Batha, ACS
Mary Coleman, OIC-GM
Debra Cronmiller, Emergency Shelter
Pam Fendt, UW Milwaukee
Susan Fergus, Racine Co.
Carol Heuer, Wood Co.
Carol Medaris, Wisconsin Council on
Children & Families

Kathleen Mulligan-Hansel, IWP
Beth Lyden, Workforce Connections
Jim Nitz, Kaiser Group
Karen Rotker, ACLU
Shawn Smith, Hudson Institute
Rebecca Swartz, Forward Service Corp.
John Wilberding, MAXIMUS

RECORDER:

Amy Bradley, DWS/BPS

Introductions

W-2 C&I Committee members, alternates, DWD staff and guests introduced themselves.

Minutes Approval

The following changes were suggested for the December Minutes:

Barb Hernesman served as an alternate for La Crosse County at December's meeting, and instead was listed as a guest in the draft minutes.

Legislative Audit Bureau Sanctions – Karen Rotker raised concerns about racial disparities at the December meeting. These concerns were not reflected in the minutes. Mary Rowin agreed to include Karen's concerns in the minutes.

Motion by Deb Hughes, second by Liz Green to approve as amended. Passed unanimously.

Contract Issues Subcommittee – Ed Kamin

The Subcommittee would like C&I to work with DWD on the upcoming contracts. The purpose would be to discuss disparities between what's in the Request for Proposal and the contract language. Mary Rowin said she mentioned last month that the Division of Workforce Solutions (DWS) is looking at streamlining contract process for agencies meeting Right of First Selection. After agencies are selected, they will then discuss specific contract language with the agency in the following months (July and August), then contracts go out in September. The Subcommittee wants preliminary approval so they know that if they start the process, their recommendations will be considered by DWD. Mary Rowin stated that at this point, there is no determination if contracts will go to the Subcommittee to discuss contract language. This issue will be included in the Subcommittee's conference call for next month. Deb Hughes requested that anyone with other additional issues or recommendations for the next contract process send an e-mail to her and copy Ed Kamin. If anyone is not on the mailing list for the Subcommittee and would like to be included, contact Ed and he will add them.

Program and Policy Development Subcommittee – Deb Hughes

Deb distributed a draft overview of the Subcommittee that lists a brief description of responsibilities, membership, schedule, and current issues. Please contact Deb if there are any comments or concerns.

Heidi Hammes provided an update of the Barriers Screening Tool and the plan for implementation. A schedule for training was distributed. DWS is finalizing an Administrator's Memo, policy documents, consent form, and questionnaire. The Admin Memo will go to agencies sometime next week and will also be posted on the DWD website. The policy reflects input from the advocacy community, the C&I Policy subcommittee and the barrier screening workgroup. DWS asks agencies to implement on the first day of the month following completed training. Training will be six hours and will cover policy, automation, hands on use, and technical aspects. Two Operations Memos are scheduled for release in February, and will include how workers will access individual security clearance, and a final issues and policy document. There will be three different levels of access: one used by supervisors with access to multiple caseloads; a main user for the person performing the screening; and one access for just reviewing results. Questions and answers concerning the tool included: 1) Is the screening a condition of eligibility? Heidi said no. They can agree or decline when signing the consent form. If they decline, the agency is making a placement based only on the information they have before them. 2) Screening of participant's family members for disabilities has been asked to be included. Why hasn't it been? Mary Rowin stated that she met with Heidi and Howard Bernstein and a response has been drafted which states that screening of family members is outside the scope of the program and tool. 3) Is the tool going to be modular? Can different people in the agency screen for different portions? Will agencies be able to stop and save, then return later? Heidi said that up to four people can access the screening tool: a main user; two back-ups; and a supervisor. It will be broken into ten sections and it can be saved and stopped after each section. There will be a status code in the Client Assistance for Reemployment and Economic Support System (CARES) indicating whether the screening is complete. 4) Do agencies have to use this tool if they have other ones? Heidi said that agencies will be required to use this screening tool. They can use other existing tools in addition to it if they wish, but this one must be completed.

Performance Standards Subcommittee - Tom Prete

An update was given concerning last month's discussion about the customer satisfaction survey. DWS made a recommendation, which was forwarded to the Secretary to count October through December data for Milwaukee County in question #3, and all months for the Balance of State.

Teresa Pierce asked C&I members for input concerning a workgroup for the next contract's performance standards. DWD requests three representatives from C&I: one from a county agency; one from a Milwaukee agency; and one from balance of state private agencies. C&I members agreed that the current Subcommittee has been working very well. Mary Rowin stated that meetings will be long and frequent, and several hours of work per week. Teresa asked that the whole Subcommittee be included with the option for Subcommittee members to opt in or out. Mary agreed.

Jane Kahl discussed DWD's response concerning changing the thirty day timeframe for adjustment requests. DWD is not in support of this because agencies have had enough time to investigate and contact Regional Offices within the thirty days.

Jane discussed DWD's review of Performance Standards Results. She reviewed the error rate of completion codes for educational component. DWD's recommendation is that agencies with greater than a 50% error rate would not automatically pass the standard and would have to show DWD that the info in CARES was in fact correct. Affected agencies will be notified through Regional Offices. The same process and standard will be applied to BOS as it was for Milwaukee. The agency can go through each case reviewed by Jane and will have the opportunity to tell DWD why that participant should have been a successful completion. The sample was ten cases or all cases if agency has less than ten. Mary Rowin stated that if we get to the point where this affects Right of First Selection, DWD will look at the statistical validity of the sample.

W-2, Income Maintenance, Food Stamp Employment and Training (FSET), and Child Care Coordination Subcommittee – John Rathman

The Subcommittee met in the morning prior to the C&I meeting. They focused on two issues. The first related to suggestions for revisions to the enhanced case management training for the FSET program. Edie Sprehn will coordinate with Gerry Mayhew on this. The second issue is regarding child care technical and information changes that Edie shared last month. The legislative changes Edie discussed have been proposed as part of the budget process. The Subcommittee will put a formal position paper together. Mary Rowin clarified that the necessary statutory changes are minimal. It will be automated at the state level, and a statutory change is needed for that.

A draft document was circulated at the last Income Maintenance Advisory Committee (IMAC) meeting concerning last year's strategic planning session for IMAC. A list of goals and objectives, and who to contact with concerns, questions, etc. will be sent out soon.

A formal motion will be going from IMAC to the Wisconsin Counties Association and WHSA to recommend a meeting between IMAC and the new Secretaries of both DWD and the Dept. of Health and Family Services.

CARES Subcommittee - Liz Green

Pat McDonnell provided updates on several Workforce Solutions Employment and Training System (WorkSET) issues. One concerned the utilization of local software and the compatibility with WorkSET (Neil Naftzger presented an issue paper at last month's meeting). Pat has asked for agencies that have current applications, software, etc. to contact Liz Green, and discussions will be held. No expressions of interest have been made to date. The second issue concerned paying close attention to meaningfulness of Alerts. DWD will be surveying Financial and Employment Planners to see about making Alerts more productive on the CARES system. Margaret McMahon is working on it. Waukesha will pilot. A third issue related to the increase in DWD web-based applications and the extent to which agencies will have proper bandwidth and connectivity. Pat stated that more agencies may want to take advantage of the State's internet access (LIA) to State-provided systems. MAXIMUS has recently started using that and it seems to be working well. It provides internet access to only DWD programs, and has a large bandwidth to State programs. Finally, DWD had preliminary workgroups identify needed functions and features of a WIA/TANF integrated system.

Caseload Information Subcommittee – Jerry Stepaniak

Copies of reports were distributed. The Subcommittee is working with DWD to get the reports on the website. Nancy Buckwalter stated that due to cutbacks in staffing, DWD can not put reports on the website prior to C&I meetings. Jude Morse said if anyone in the audience would like to receive the C&I materials on the Tuesday

prior to the C&I meeting, let her know and they can be added to the C&I e-mail list. A discussion was raised about weighted measurement of cases for workload: actual caseload vs. weighted value of cases. Jerry invited anyone interested in learning more or anyone who has done workload data to contact him. Jerry also publicly acknowledged Madelyn Scheer for all of the work she's done for the Subcommittee.

DWD Transition Update – Mary Rowin

There is no word yet on the Deputy Secretary appointment yet. There probably will be updates about Division Administrator appointments soon. A question was if it is appropriate to request a meeting with the Secretary to discuss C&I's issues on performance standards? Mary said that it would be appropriate and to contact Mike Topp in the Secretary's Office directly.

Service Delivery Design Initiative – Mary Rowin

The final paper that was presented at last meeting was given to the previous Secretary before she left. The previous Secretary did not endorse the plan, but she accepted it and offered thanks. An internal meeting was held to determine next steps. Secretary Gassman, the new Secretary, has been briefed. Mary Rowin asked for any comments or questions. Some C&I members were concerned with the difference between a charter and comprehensive job center and the requirement for on-site childcare in a "chartered" job center. With requiring on-site childcare, we may be taking some centers that really reflect the essence of what a One-Stop should be and remove them from the possibility of getting chartered. Mary explained that "charter" refers more to a process. A workgroup including external folks will be made to discuss definitions. Clarification was requested regarding the required Service Integration Plans which will be developed by Workforce Development Boards (WDBs) for their regions and for the delivery of DWS funds. What is DWD expecting from those plans? Mary stated that DWD wants WDBs to take a broader look at funds available to the WDBs through DWS and how they should be used for workforce development in their areas. DWD wants to move the WDBs into broader workforce development planning. W-2 agencies should be part of the discussions. We need to see which services are similar and which are different, what type of people are being served by both, etc. Merging systems and the delivery of them has a lot of implications for performance standards. Definitions and policies need to be understood. It was requested that the new Service Delivery document be disseminated to counties in addition to WDBs and W-2 agencies.

Meeting adjourned.

**NEXT MEETING DATE: Friday, February 21, 2002
 10:00 AM
 201 East Washington Ave.
 GEF 1, Room D203
 Madison**